Compiled Customer Survey Results for Summer 2003 Portland Harbor Newsletter From 12 responses received as of 8/29/2003

- 1. This newsletter was: <u>Too long 0, About right 11, Too short 1</u>
- 2. On a scale of 1 (hard) -6 (easy), was this newsletter easy to read? Avg. 5.08
- 3. On a scale of 1 (hard) -6 (easy), was this newsletter easy to understand? Avg. 5.04
- 4. How important would the following items be in making our newsletters more useful to you? 1 (not important) 6 (extremely important)
 - a. More maps and/or photos Avg. 4.75 (Very important)
 - b. More detail bout current activities Avg. 5.42 (Extremely important)
 - c. Schedule of up-coming activities **Avg. 5.25** (Extremely important)
 - d. Telling me how I can get involved Avg. 3.75 (Somewhat important)

Do you have other suggestions?

Include some spotlight articles on citizen volunteers to recognize them and keep them motivated to stay involved in the long process of cleanup activities.

I like all the link to web sites and the e-mail addresses.

Thanks for the updates

Not all that informative. You are too light on details. What are some of the "minor" activities? Is EPA currently reviewing the on-going upland cleanups? What about EPA's decisions/opinions/proposed rulings?

Please provide more detail about EPA's response to the work plan. Citizens need to know if the LWG is doing a good job and where the problems lie.

This is written for 6th graders. White it for interested <u>adults</u> please. Thanks.

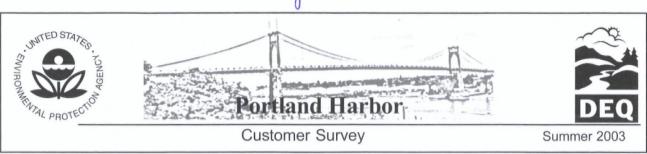
Maps, but no photos (too much space and push facts aside for emotion). Specific schedule of upcoming events with location directions, 6 weeks prior to meetings.

Send letters every month.



Judy The Portland Harbor
Survey responses plus TAG info.
from Kathy; will
send more when
we get them. Ellie

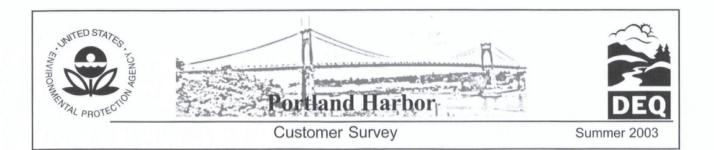
* Summary *



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Place 37-cent Postage Here



1) This newslo	etter was	too lon	g ab	oout right	too short	
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Customer Survey

Summer 2003

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Do you have o	other suggest	ions?			







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Customer Survey

Summer 2003

EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov.

us. If you wou	ıld prefer t	o e-mail your	comments, se	nd them to: smi	th.judy@epa.gov
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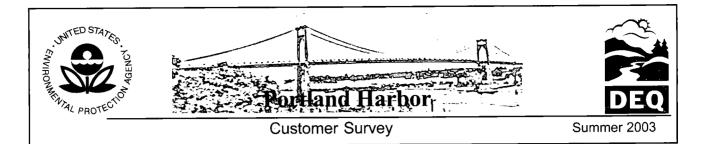




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SBioi+3i23 NdolahadMaaddallahddallahdallahdallah



EPA would like know if the information we send is valuable to you. Please take a moment to answer the following questions. Circle the answer that seems closest to your views. When you have finished, fold the page so the EPA address is showing, tape it closed, add postage, and mail it back to us. If you would prefer to e-mail your comments, send them to: smith.judy@epa.gov. about right too short 1) This newsletter was: too long 2) On a scale of 1-6, was this newsletter easy to read? Very Easy to Read Somewhat Easy Hard to Read 6 3) On a scale of 1-6, was this newsletter easy to understand? Somewhat Easy Very Easy to Understand Hard to Understand 6 3 1 4) How important would the following items be in making our newsletters more useful to you? a) More maps and/or photos Somewhat Extremely Important Not important 5 4 1 b) More detail about current activities Extremely Important Not Important Somewhat 5 2 3 6 1 c) Schedule of up-coming activities Somewhat Extremely Important Not Important 5 2 d) Telling me how I can get involved Extremely Important Somewhat Not Important 5 1 4 THANKS FOR THE UPDATES!

Thank you for taking the time to fill out this survey. We appreciate it!

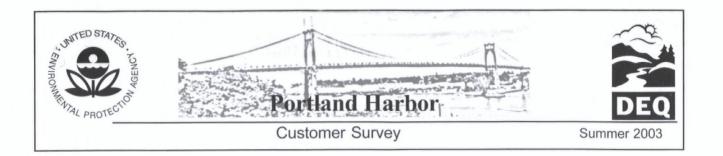
Do you have other suggestions?











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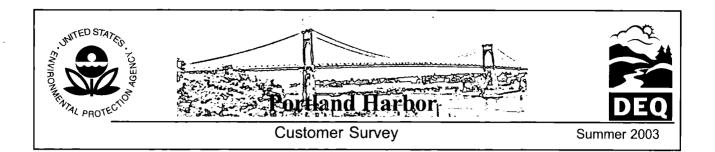




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EPA would like know if the information we send is valuable to you. Please take a moment to

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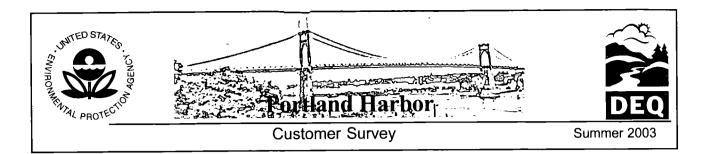
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1) This news	letter was:	too lor	ng (ab	out right	too short	
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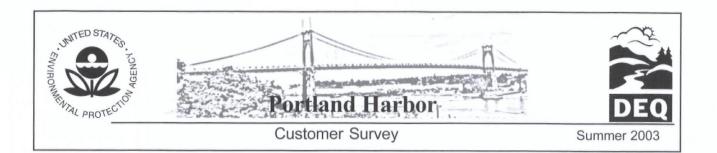




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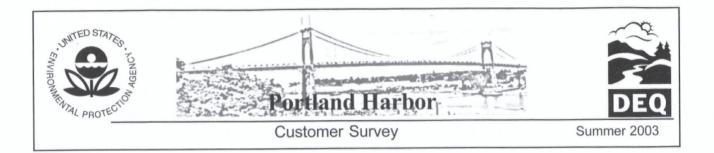
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Do you have other suggestions? <u>Scholefters every month</u>









1) This newsletter was:	too lon	g	oout right	too short
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Do you have other sugge	estions?			
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